

# City of Beaverton

## Court Operations Supervisor

### General Summary

Provide supervision and leadership to the Municipal Court's clerical and technical support operations. Develop and implement operational procedures; assist Court Administrator with staff management and program planning; and perform the more complex or specialized administrative support activities of the Municipal Court.

### Key Distinguishing Duties

Overall responsibility to supervise the Court Clerk and Senior Court Clerk employees including hiring employees, responding to grievances, and overseeing the disciplinary process as needed. This classification is supervised by the Court Administrator who has overall responsibility for managing the entire Court's administrative operations, including budget, resource planning, and strategic objectives.

### Essential Functions

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Supervise Municipal Court operations. Ensure the goals and objectives of the City and Municipal Court are met. Develop, recommend, implement and review operational work plans, policies, procedures and reports. Set performance standards with input from the Court Administrator. Evaluate program performance and effectiveness and take action for improvement as necessary. Serve as the Court Administrator in his or her absence as assigned.
2. Plan, assign, monitor, review and evaluate the work of Court operations staff. Authorize overtime and approve time off requests. Participate in hiring decisions. Train, coach and provide developmental or cross-training opportunities to employees. Conduct employee performance discussions and feedback. Develop and administer work improvement plans. Respond to employee grievances and conduct disciplinary processes according to the collective bargaining agreement and City policy.
3. Interpret and explain policies and procedures to Court and City staff and the general public. Respond to complaints and to unusual or complex requests for information. Handle confidential and sensitive information on a regular basis.
4. Perform highly technical or specialized functions, including financial transactions, research of cases, preparing orders for judges, and court clerk functions as necessary. Provide guidance to Court Clerks and Senior Court Clerks on unusual or non-standard transactions or requests; perform duties of subordinate staff during absences or periods of high work load.

5. Assist in preparing and monitoring the Municipal Court's budget by compiling, projecting and analyzing data. Review expenditures and research and reconcile variances. Coordinate training and travel for Court Administrator and/or staff members.
6. Advise Court Administrator of the capabilities, performance, and needs of the operations unit; participate in special projects or studies as assigned.
7. Produce an acceptable quantity and quality of work that is completed within established timelines.
8. Model and coach employees on excellent internal and external customer service. Promote professional and courteous behavior with a creative approach to problem resolution that creates a positive experience for the customer.
9. Represent the Municipal Court and/or City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.
10. Provide employees with basic job training and safety instruction. Actively support safety and loss control measures. Ensure employees are held to departmental safety and loss control standards.
11. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
12. Participate in the City Emergency Management program including classes, training sessions and emergency events.
13. Follow standards as outlined in the Employee Handbook.
14. Actively promote and support diversity in the workplace through staffing, promotions, training and career development. Model respect for diversity in the workplace.

## **Other Functions**

1. Perform related duties of a similar scope and nature

## **Knowledge Required**

- ◆ Advanced knowledge of the laws and regulations governing Municipal Court operations and processes including record keeping.
- ◆ Advanced knowledge of practices and principles associated with Municipal Court operations and processes.
- ◆ Advanced knowledge of terminology associated with Municipal Court operations and processes.
- ◆ Advanced knowledge of Law Enforcement Data Systems (LEDS).

- ◆ Advanced knowledge of cash handling and reconciliation processes and procedures.
- ◆ Advanced knowledge of general office practices and equipment.
- ◆ Advanced knowledge of imaging and document scanning processes and systems as they relate to court processes.
- ◆ Advanced knowledge of practices and principles of modern office administration practices and decision-making.
- ◆ Advanced knowledge of general bookkeeping and recording keeping processes.
- ◆ Working knowledge of the practices and principles of employee supervision, leadership and coaching.
- ◆ Working knowledge of practices and principles of public/business administration practices and decision-making.
- ◆ Working knowledge of strategic planning methods with an emphasis on services related to Municipal Court operations and processes
- ◆ Working knowledge of public purchasing and contracting laws and regulations.
- ◆ Working knowledge of human resources management practices.
- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Working knowledge of English grammar, spelling and usage.

### **Skills/Abilities Required**

- ◆ Advanced skill in using Microsoft Office Suite applications including Excel, Access and Word. Advanced ability to use other application software including WINCS and LEDS.
- ◆ Advanced ability to accurately interpret policies and procedures and to follow instructions.
- ◆ Advanced ability to work independently, prioritize tasks and meet deadlines.
- ◆ Strong skill in conceptual analysis and policy/program development and implementation.
- ◆ Strong ability to develop budget input and cost estimations.
- ◆ Advanced ability to productively lead and participate on a team including the ability to develop a team approach to producing high quality results.
- ◆ Advanced ability to effectively lead a staff including training, coaching, scheduling and reviewing work.
- ◆ Advanced ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public.
- ◆ Advanced ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Advanced ability to apply and to coach employees on excellent internal and external customer service skills.
- ◆ Advanced ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Ability to make presentations and develop reports that may include technical information.
- ◆ Strong ability to use general office equipment.

### **Minimum Qualifications Required for Entry**

High School diploma or GED and five years increasingly responsible administrative support experience in court or legal setting including one year in a lead or supervisory role, or an equivalent combination of education and experience, enabling the incumbent to perform the essential functions of the position.

### **Licensing/Special Requirements**

- ◆ Positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.
- ◆ Ability to acquire Law Enforcement Data System (LEDS) certification within 60 days of hire.
- ◆ Associate's degree in criminal justice, public administration, or related field is desirable.
- ◆ Certified Court Manager (CCM) or Oregon Association of Court Administrators (OCA) certification desired.

### **Working Conditions Requirements**

Regular focus on a computer screen; regular use of a keyboard or similar device; frequent dealing with distraught or difficult individuals; occasional attendance at meetings or activities outside of normal working hours; occasional operation of a motor vehicle on public roads.

### **Classification History**

Classification created: 11/2011

Status: M3

FLSA: Non-exempt

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Department Head Signature

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Human Resources Signature

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Date

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Date